

# RETURN POLICY

## GENERAL RULES:

- By law, once a prescription has left the pharmacy, it may not be returned for resale. Patient and insurance costs will be refunded in the event of a prescription error.
- A prescription error is a preventable mistake in the prescription filling process that results in an error in one or more of the normal features of a prescription. The 'normal features' include the identity of the recipient, the identity of the drug, the formulation, dose, route, timing, frequency, and duration of administration.
- Valiant Compounding Pharmacy is not responsible for errors made by the physician/physician's staff when ordering your prescription.
- Valiant Compounding Pharmacy is not responsible for errors made by patients when calling for refills. When calling in refills please state your name, the RX number, the drug name & dose, and the quantity required to be dispensed.
- Please be certain that you are calling for the most recent prescription, and not reading information from an older prescription container.
- It is the responsibility of the patient to inform the pharmacy staff of changes in therapy, personal information, address, or insurance.
- Prescribers do not inform us of address or insurance changes.
- Verbal conversations between patients and doctors regarding the use of medications is not shared with pharmacies.

## VITAMINS AND SUPPLEMENTS:

- Our vitamin and supplement manufacturers offer a 100% satisfaction guarantee on all their products.
- If you are not happy with a product for any reason, you may return the unused portion within 14 days of purchase and receive a full refund or replacement product (less shipping and handling).
- All supplement returns must include the original sales receipt.